

Technical Support Request

Services provided by FAHR to support the federal entities by answering their inquiries and remarks related to HR E-procedures and receiving the technical support requests related to Bayanati systems, including the following systems along with any other systems to be added subsequently to the platform:

1. Core-HR
2. Self Service for Human Resources
3. Security Clearance for Entities using Web
4. Security Clearance for Entities using Bayanati
5. Security Clearance for Local or private Entities (not using Bayanati)
6. FAHR Smart Application
7. Performance Management System
8. User Management
9. Strategic Workforce Planning
10. Time and Attendance System
11. Business Intelligence Reports
12. Learning Management System (LMS)
13. I-Recruitment
14. Permits System
15. Integration with Autonomous Authorities via (ESB)
16. Discoverer Report

Start service link

<https://www.fahr.gov.ae/CRM/en/fahr-services?groupName=Supporting%2520Customers%2520%2520in%2520Using%2520Bayanati%2520Systems>

Service process

1.

[1](#)

Register

1. The user should be Federal Government or Autonomous Authorities employee/ Entities connected With ESB
2. The user should be registered in bayanati/ Entities connected With ESB
3. Username should be activated by the HR department of the entity/ Entities connected With ESB

2.

[2](#)

To use the system by the Customer

1. Enter username and Password
2. Determine the type of the required service

3. Explain the issue or problem
4. Send a support request including inquiry description and attachments (if any)

service conditions

Service Requirements through Customer Happiness System (CHS):

1. Federal Government Employee in Bayanati should have username and Password for Customer Happiness System (CHS).
2. Customer Happiness System (CHS) Training.
3. User Manual (available on the website and Customer Happiness System).

Service Requirements through FAHR SMART Application:

1. Fill the service Form in the SMART APP.
2. The form will be automatically transferred to a ticket in the Customer Happiness System.

Service Requirements through Call Center:

1. Once the user call the Call center number, the information of the caller (Government Employee) will appear to Support Officer.
2. The request with all information of the caller will be registered as a ticket in the Customer Happiness System.

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Service completion duration

35 working hours

Service fees

Free

Service channels

- Call Center : 600525524
- Phone Inquiry Timing : 7.30 am - 3.30 pm
- Customer Happiness System CHS
- FAHR Smart Application
- "Hamad" Chatbot
- Service Availability : 24 /7

Service target audience

Departments at the Entities (FG,Local Gov ,Privet)

Service classification

Procedural